

THELMA L. COSS, MA, LPC, LSW

CHILD AND ADOLESCENT BEHAVIORAL HEALTH, Canton, Ohio

CLIENT RIGHTS AND PRIVACY OFFICER August 1987 –April 2016

Client Rights Officer – approximately 25 years

Handled client complaints and grievances; facilitated meetings between complainants and agency staff; developed policies and procedures pertaining to client rights; developed Client Rights and Grievance Procedures/Notice of Privacy Practices agency pamphlet; responsible for quarterly complaint/grievance reports; provided staff training in client rights and grievance procedures at orientation and annually.

Privacy Officer – approximately 15 years

Handled client privacy complaints; developed policies and procedures regarding client privacy; provided staff training on HIPAA at orientation and annually; issued periodic staff reminders regarding HIPAA compliance; met with Privacy Sanctions Committee regarding specific HIPAA issues.

COMMUNITY PSYCHIATRIC SUPPORTIVE TREATMENT SUPERVISOR June 1998-March 2015

Supervised Community Psychiatric Supportive Treatment Program staff (case managers) and interns; formerly supervised Parent/Peer Support program and Peer Advocate Program; provided some direct care; provided staff trainings in case management topics, client rights, and HIPAA; and am the agency's Client Rights Officer and HIPAA Privacy Officer.

THE UNIVERSITY OF AKRON
PART-TIME FACULTY

Akron, Ohio
1995 to 2003

Taught classes in Multiple-Systems Case Management for Children and Families. Provided training series to Head Start staff in Akron. Pres